



**For Immediate Release**

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## **WorkSource Columbia Basin Receives First Place One-Stop Award and Provides Service to its 500,000th Customer**

**TRI-CITIES, WA** - WorkSource Columbia Basin has attained two milestones recently. It has received Washington's Chapter of Professionals in Workforce Systems' One-Stop Award and provided service to more than 500,000 customers using the daily facility usage count.

WorkSource Columbia Basin was recognized for its outstanding service to three primary customers: job seekers, local businesses and other community service groups. For the job seeker, in answer to new service delivery strategies, a local goal was established to perform a job search for each customer on each visit and provide at least one direct referral to available job openings for which the job seeker qualified. After four weeks, the number of customers serviced more than doubled and the percent receiving a direct job referral more than tripled.

For the local businesses, in response to their preference of working directly with one person, a Business Services Team was developed. Specific industry sectors were assigned to one staff person resulting in knowledge of the unique needs and challenges within the sectors. As a result of these relationships, WorkSource produced nearly 2 Y2 times the number of job openings expected for Benton and Franklin counties' labor market. These job openings accounted for 7.5% of the total job openings in the state system, instead of the expected 3.2% for our community. WorkSource also implemented "Business in the Morning," a quarterly event designed to meet specific requested business training needs.

For the other community service groups, WorkSource offered, in partnership with Washington State University- Tri-Cities and the Republican Hispanic Party, evening citizenship classes. Three six-week sessions have been held to date. WorkSource's computer lab has also been used for community computer training needs.

WorkSource has provided services to the community since October 2000. Job seekers have access to workshops, job listings, hiring events, referrals, résumé and application assistance, and use of copiers, fax machines, phones, and other equipment. Businesses have utilized WorkSource's recruitment and screening services, labor market information, space for interviews and training, and assistance in solutions such as employee retention, human resources issues, and training needs.

WorkSource is celebrating its 500,000th customer June 10 and 11. As a thank you to the community, WorkSource will have cake and cookies for a small celebration. Tours of the facility and its services will also be available.